

Part C State Annual Performance Report (APR) for FFY 2006**Overview of the Annual Performance Report Development:**

The data used to measure this indicator is taken from site visits that occurred between March and June 2007, of programs that are part of Cycle 4 (of Arizona's five-year site visit cycle). These programs are located in mostly rural areas of the State, including Pinal, Gila, Cochise, Graham, and Greenlee Counties. In each site visit, a minimum of two files per service coordinator were reviewed using the child file audit tool, which provided the data for this indicator. If necessary, the monitoring team reviewed additional files. If reasons for delays were noted in the child files, the reason, family, or system, was recorded. Family reasons would be calculated in both the numerator and the denominator.

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C. 1416(a) (3) (A) and 1442)

Measurement: Measurement:

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services.

FFY	Measurable and Rigorous Target
2006 (2006-2007)	65%

Actual Target Data for FFY 2006-2007:

67% (43/64 child files reviewed during onsite monitoring)

FFY 2006 Monitoring Data by Program –

- **Cochise, Graham Greenlee: 86% compliance (30/35 files)**
 - Easter Seals/The Blake Foundation: 87% compliance (20/23 files)
 - Division of Developmental Disabilities (DDD): 83% compliance (10/12 files)

- **Pinal and Gila County: 45% compliance (13/29 files)**
 - Easter Seals/The Blake Foundation: 88% compliance (7/8 files)
 - Division of Developmental Disabilities (DDD): 29% compliance (6/21files)

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2006-2007:

The State exceeded its target for this reporting period and made improvement toward compliance from 48% (2005-2006) to 67% (2006-2007) in timely provision of all IFSP services for each child. For those IFSPs in which all services were not provided in a timely manner, there were no documented family reasons for delays.

FFY2006 Monitoring Data (Cycle 4):

Cochise, Graham, and Greenlee County monitoring data indicates compliance levels exceeding statewide performance levels. These three southeastern Arizona counties demonstrated 86% compliance. While these counties are in rural areas of the State, which typically presents a greater challenge in identifying and accessing available providers, the service coordinators assist the families in identifying provider(s) that are available and follow up with documentation of actual start dates. The service coordinators also maintain frequent contact with the providers who travel to their counties.

Pinal and Gila Counties are also considered rural areas of Arizona. Pinal County is one of the fastest growing counties in the United States, another potential factor affecting their ability to ensure timely provision of all IFSP services. The data for both counties highlights the difficulty the service coordinators experienced in accessing service providers in a timely manner. Anecdotal data from the service coordinators suggest that many providers are unwilling to travel to certain parts of the counties unless there are five or more children to serve at a time. This is particularly true for the programs in Gila County. During the site review, DES/AzEIP staff and the regional TAMS discussed strategies with service coordinators from both programs for working together to coordinate scheduling of therapy services, in an effort to ensure that service providers travel to the area. Further breakout of data by county and DDD office:

Gila County 38% (5/13 files)
Globe 33% (2/6 files)
Payson 0% (0/2 files)
Kearney 60% (3/5 files)

Pinal County 13% (1/8 files)
Coolidge 0% (0/3 files)
Casa Grande 20% (1/5 files)

Drill-down of the data showed that the service coordinators did not consistently document the actual start dates of services on the IFSP or in contact notes in child files. The lack of documentation made it very difficult to determine when and if the service started. Therapy reports and progress notes that should include documentation of service dates were also absent from the files.

Corrective Action Plans for programs in Pinal and Gila County include quarterly reporting on their areas of non-compliance related to service coordination functions: assisting families in accessing timely services; documenting activities related to assisting families in identifying and accessing all IFSP services, including reasons for delays; ensuring service providers report actual start dates; and documenting the dates on the IFSP.

Progress of correction of noncompliance identified during FFY 2006 Cycle 4:

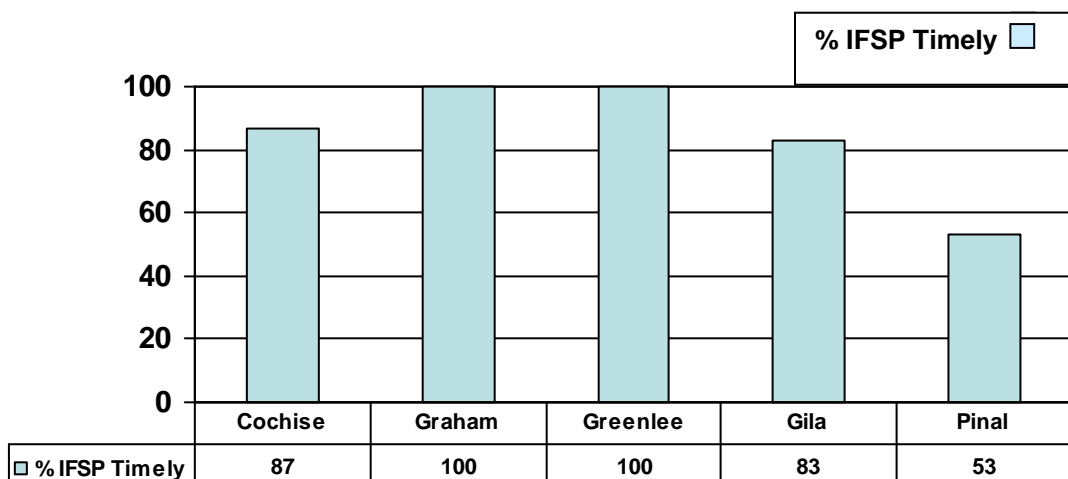
As part of Arizona's Compliance Agreement, DES/AzEIP collected quarterly sampling data statewide for timely provision of services in addition to the monitoring data collected during site visits. The chart below represents the sampling data from Cycle 4 programs submitted in Arizona's September 2007 Compliance Agreement Progress Report. The data was collected in September; however, the

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data reflects initial IFSPs and/or reviews with new services developed between April 1, 2007 – June 30, 2007.

Cycle 4 Sampling Data FFY 2007- Service Coordinators selected two child files with initial IFSPs and/or reviews with new services developed between April 1, 2007 – June 30, 2007.



Breakdown of Pinal County Timely Services Data:

County	Agency	Program/Office	# files compliant/ # of files reviewed	% Compliant
Pinal	AzEIP	Easter Seals/The Blake Foundation	2/4	50.0%
Pinal	DDD	Apache Junction	2/2	100.0%
Pinal	DDD	Casa Grande	2/5	40.0%
Pinal	DDD	Coolidge	0/2	0.0%
Pinal	DDD	Kearny	2/2	100.0%
	Total		8/15	53.3%

- Graham and Greenlee counties met compliance, providing all IFSP services in a timely manner. Cochise County made progress, but has not yet reached full compliance.
- Gila County has made significant progress, increasing previous compliance of 38% to 83% compliance.
- Pinal County, as a whole, has made some progress with Apache Junction and Kearney meeting compliance. However, this county still demonstrates significant non-compliance in providing timely services, specifically in the DDD Coolidge and Apache Junction offices.
- Easter Seals/The Blake Foundation experienced some slippage from the monitoring data collected from them during Spring 2006.

Discussion of additional technical assistance provided

DES/AzEIP staff and the TAMS for this region conducted a follow-up visit with DDD in December 2007 to:

- Review files and monitor progress toward fulfillment of service coordination functions, assist families to access services, and document their efforts in the child's file.
- Additionally, the files were reviewed for documentation of actual start dates and receipt of therapy progress reports.
- Finally, the visit included a drill-down of specific issues impacting the DDD office in Coolidge in providing timely services. Strategies and improvement targets will be developed.

DES/AzEIP and the TAMS will also complete a follow-up visit with Easter Seals/The Blake Foundation in Pinal County in January 2008 to review progress and to develop strategies and improvement targets for timely services.

Status of correction of noncompliance identified during FFY 2005– Cycle 3

Timely services at 100% compliance within one year:

County	Program	Met Compliance in One Year
Yavapai	ACP, Inc.	Yes
Coconino	ASDB North	Yes
	NAU/AzEIP Model	Yes
	DDD-Flagstaff	No - 15 months
Navajo/Apache	Hummingbird	No – 14 months
	Northland	Yes
	DDD-Show Low	No – 16 months
	DDD- Navajo Nation	No

DDD - Flagstaff corrected this item in June 2007; 15 months after identification of noncompliance.

DDD – Show Low demonstrated compliance in October 2007; 16 months after the initial site visit.

Hummingbird- Compliance demonstrated in August 2007; 14 months after the initial site visit.

DDD – Navajo Nation site visit in October 2007. Timely services remain noncompliant and an open item on the CAP 16 months after the initial site visit.

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Date of site visit	6-06	9-06	12-06	3-07	5-07	8-07	10-07
Timely %	27%	60%	50%	33%	13%	60%	42%

Improvement Activities	Timelines	Status
<p>Implement a team-based service delivery model that ensures compliance with timely identification of infants and toddlers with disabilities and provision of services to infants and toddlers with disabilities and their families while maximizing personnel resources.</p> <p>Implement an interagency plan to support the proposed model of service delivery, including the establishment of new contracts and/or the revision of policies and procedures.</p> <p>Evaluate efficacy of team-based model.</p>	<p>June 2008</p> <p>December 2008 and ongoing through 2010.</p>	<p>DES/AzEIP issued a Request for Proposal in August/September 2007 for Phase 1 of the Team Based Service Delivery Model for Maricopa, Yuma, Apache, and Navajo counties. Phase 1 of the Team Based Model consolidates the existing Initial Planning Process contracts and the DES/AzEIP on-going contracts for children who are eligible only for AzEIP.</p> <p>Anticipated implementation of Phase 1 is February 2008.</p>
<p>Implement procedures for AzEIP service providing agencies to monitor files to collect data on timely provision of services, with a drill-down for non-timely services, including reasons.</p>	<p>February 2007 and quarterly through February 2008; bi-annually thereafter.</p>	<p>In March, June, September, and December 2007, DES/AzEIP collected data on timely IFSP services, including delay reasons.</p>
<p>Provide additional technical assistance on policy and procedures, including timelines, for using all funding sources such as Medicaid funds.</p>	<p>July 2007 & Ongoing</p>	<p>In process.</p>

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Improvement Activities	Timelines	Status
Explore and provide written clarification, as appropriate, for AzEIP participating agencies' guidance to assist families to access timely services.	December 2007 and annually.	During the Fall 2006 Regional Quarterly Trainings, DES/AzEIP staff and the AzEIP Technical and Assistance Monitoring Specialists (TAMS) disseminated and provided training on the AzEIP Technical Assistance Bulletin Series (TABS) # 5 on Timely Provision of Services. The Regional Quarterly Trainings are well attended by service coordinators and their supervisors across the State from the AzEIP participating service provider agencies. Therapists and other early intervention providers attend the trainings.
Provide technical assistance on communication mechanisms for accessing available providers and documenting start dates.	September 2007	DES/AzEIP's revised IFSP form includes Planned and Actual Start Dates. The revised form and Guidance Document were disseminated and reviewed during the Fall 2006 Regional Quarterly Training. In addition, DES/AzEIP issued a technical assistance bulletin on timely provision of services. The bulletin included a sample "Service Start Date Notification Form" for service coordinators to send to IFSP providers to complete with the actual start date of the service. The provider would fax the form back to the service coordinator.
Conduct regional meetings to provide training and technical assistance on policies, procedures, and best practice to early intervention professionals.	October 2006 and ongoing.	A portion of the Fall Regional Quarterly Trainings was devoted to writing a comprehensive, integrated developmental summary including a description of the child's ability to: 1) engage or participate in social relationships; 2) acquire and use knowledge and skills; and, 3) be independent within the family's routines and activities. Portions of the 2007 Spring Regional Trainings were devoted to evaluating and assessing very young children, writing functional outcomes and identifying services to support the outcomes.

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Improvement Activities	Timelines	Status
Provide technical assistance to agencies on timely provision of services, including policy and procedures, through monitoring activities, Quarterly Regional meetings, and focused technical assistance.	<p>March 2006 and ongoing.</p> <p>October 2006 and ongoing.</p>	<p>DES/AzEIP developed a technical assistance bulletin on timely provision of services. The bulletin included the federal requirements for timely provision of all IFSP services, the State's policy on the service coordinators responsibility in accessing and documenting the actual start date of the services. Additionally, requirements related to documenting the delay reason and data entry requirements were included. Representatives from the State Interagency Team reviewed the bulletin and provided feedback.</p> <p>DES/AzEIP also revised its IFSP form and accompanied IFSP guidance document to include both the planned and actual start dates on the IFSP Supports and Service page. The Guidance Document was revised to reflect the changes and the requirements for documentation of the start date and the reason for delay, if applicable.</p> <p>The revised IFSP form and guidance document, along with the TABS # 5 Timely Provision of Services were disseminated by email through the AzEIP State Interagency Team representative, as well as during the DES/AzEIP Fall Regional Quarterly Trainings. The documents are also available through the AzEIP website.</p> <p>During individual program visits for monitoring and correction of identified non-compliance related to timely services, the TAMS reviewed the documents with service coordinators and supervisors.</p>

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY2006:

None